(d) and (e) The following steps have been taken to clear the backlog:

(i) Monthly Pendency report is called for from all the benches of the Central Administrative Tribunal and the rate of disposal is personally monitored by the Chairman, Central Administrative Tribunal.

(ii) Targets are set up by the Chairman for the Benches.

(iii) During the All India Conference 2009, the Benches were advised to give priority to the disposal of old cases pending since 2004 to 2007.

**Statutory support to public grievance system**

3155. DR. E.M. SUDARSANA NATCHIAPPAN: Will the PRIME MINISTER be pleased to state:

(a) whether Government is having the proposal to implement the Parliamentary Standing Committee's recommendation to give statutory support for Public Grievance System in all Departments, PSUs and PSEs; and

(b) the number of Public Grievances that were let to court cases in different departments, PSUs and PSEs?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) No, Sir.

(b) Public Grievances are received directly by Ministries/Departments/PSUs/PSEs. Data on public grievances that led to court cases is not maintained centrally.

**Absence of officers in the offices**

3156. SHRI RAMA CHANDRA KHUNTIA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that some top bureaucrats or civil servants in the country never remain present in the office from 1 p.m. to 4 p.m. everyday and they return after taking rest in the afternoon, affecting the public work; and

(b) if so, the steps taken to streamline the effective delivery system and attendance and effectiveness of Central Government employees to give better service to public and country as a whole?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) and (b) This Ministry has not received any reports about top bureaucrats remaining absent every afternoon, thereby affecting the public work. The existing instructions on punctuality envisage that measures for enforcement of punctuality would be evolved by Heads of Offices in Departments. Several measures like making available information on website, fixing time limits for disposal of cases, on line filling of applications etc. have been taken to improve the delivery system. This is an on-going process.

**Complaints of public grievances**

3157. SHRI RAMA CHANDRA KHUNTIA: Will the PRIME MINISTER be pleased to state: